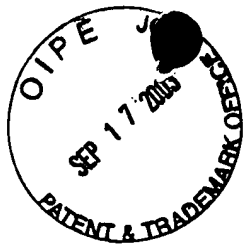


BS99-184



PATENT

10/1/03  
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

WILLIS ET AL

Serial No.: 09/746,508

Filed: December 26, 2000

For: TECHNICIAN  
COMMUNICATIONS WITH  
AUTOMATED CLAIMS  
PROCESSING

Art Unit: 3627

Examiner: James A. Kramer

AMENDMENT

Box: Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

RECEIVED  
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Sir:

In response to the Office Action mailed on June 17, 2003, please amend the above-identified application as follows:

No extension of time or other fees are believed to be due, except as detailed in the attached documents. However, any extension of time necessary to prevent abandonment is hereby requested, and any fee necessary for consideration of this response is hereby authorized to be charged to Deposit Account Number 50-1390.

**Amendments to the Specification:** none

**Amendments to the Claims:** reflected in the listing of claims that begins on page 3 of this paper.

**Amendments to the Drawings:** none

Serial No.: 09/746,508  
Art Unit: 3627

Attorney's Docket No.: BS99-184  
Page 2

**Remarks:** begin on page 6 of this paper.